

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims:

1. (Currently Amended) An appointment setting system for assigning a service order to a network resource, comprising:

an appointment negotiator operative to

receive a service order from a customer, the service order

comprising a requested appointment time; and

deliver one of: an appointment confirmation and an appointment rejection to the customer;

a dispatch database operative to maintain a dispatch database record of appointments previously assigned to a network resource; and

an appointment control system operative to

receive the service order from the appointment negotiator;

receive updated availability and capacity information associated with the network resource;

determine whether the network resource can fulfill the service order based on the updated availability and capacity information;

assign a requested appointment associated with the service order to the network resource and send an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order;

determine whether a change has occurred to the dispatch database record associated with the network resource;

determine whether the change affects the appointment associated with the service order, in response to a determination that a change to the dispatch database record associated with the network resource has occurred;

determine whether another network resource is qualified to fulfill

the service order and is available at the requested appointment time, in response to a determination that the change affects the appointment associated with the service order;

notify the appointment negotiator to reschedule the service order, in response to a determination that the another qualified network resource is not available to fulfill the service order at the requested appointment time, wherein the appointment negotiator contacts the customer to reschedule the service order at an alternative appointment time; and

automatically reassign the requested appointment associated with the service order to the another network resource in order to fulfill the requested appointment at the alternative appointment time, in response to notifying the appointment negotiator to reschedule the service order and the appointment negotiator contacting the customer.

2. (Original) The appointment setting system of Claim 1, wherein the appointment control system is a computer-implemented system that is electronically accessible by the appointment negotiator.

3. (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a network resource schedule.

4. (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a set of tasks to which the network resource can be assigned.

5. (Previously Presented) The appointment setting system of Claim 1, wherein the dispatch database further comprises appointments assigned to the another network resource.

6. (Previously Presented) The appointment setting system of Claim 1, wherein the appointment control system is further operative to deliver the appointment

rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order.

7. - 9. (Canceled)

10. (Original) The appointment setting system of Claim 1, wherein the appointment control system is further operative to receive the service order from a third party through a third party gateway.

11. (Currently Amended) A method for setting an appointment, the method comprising:

receiving a service order from an appointment negotiator, the service order comprising a requested appointment time;

receiving updated availability and capacity information associated with a network resource from a dispatch database, wherein the dispatch database is configured to maintain real time availability and capacity information associated with a plurality of network resources;

determining whether ~~[[a]]~~ the network resource can fulfill the service order based on the updated availability and capacity information;

sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;

sending an appointment confirmation to the appointment negotiator and assigning a requested appointment associated with the service order to the network resource for completion of the requested appointment, in response to a determination that the network resource can fulfill the service order;

updating ~~[[a]]~~ the dispatch database to reflect a reduction in a capacity value associated with the network resource, in response to sending the appointment confirmation;

determining whether availability of the network resource has changed;
if the availability of the network resource has changed, then determining whether the change affects the appointment associated with the service order;

if the change affects the appointment associated with the service order, then determining whether another network resource is qualified to fulfill the service order and is available at the requested appointment time;

if the another qualified network resource is not available to fulfill the service order at the requested appointment time, then notifying the appointment negotiator to reschedule the service order, wherein the appointment negotiator contacts a customer requesting the service order to reschedule the service order at an alternative appointment time; and

automatically reassigning the appointment to the another network resource to fulfill completion of the requested appointment in response to notifying the appointment negotiator to reschedule the service order and the appointment negotiator contacting the customer.

12. (Previously Presented) The method of Claim 11, wherein the service order comprises the requested appointment time, an appointment location, and a service task.

13. (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource is qualified to perform the service task.

14. (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource can be near the appointment location approximately at the requested appointment time.

15. (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource is committed to another service order at the requested appointment time.

16. (Previously Presented) The method of Claim 11, wherein updating a dispatch database to reflect a reduction in a capacity value associated with the network resource comprises modifying a dispatch database record to indicate a commitment of the network resource to perform the service task at the requested appointment time and at the appointment location.

17. – 19. (Cancelled)

20. (Previously Presented) The method of Claim 11, further comprising delivering the appointment rejection to the appointment negotiator, in response to a determination that the change affects the appointment associated with the service order.

21. (Original) The method of Claim 11, further comprising receiving the service order from a third party, via a third party gateway.

22. (Currently Amended) A method for setting an appointment, the method comprising:

receiving a service order from an appointment negotiator, the service order comprising a requested appointment time;

determining whether a network resource can fulfill the service order, by checking a dispatch database record for updated availability and capacity information associated with the network resource, wherein the dispatch database is configured to maintain real time availability and capacity information associated with a plurality of network resources;

sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;

sending an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order according to a requested appointment time;

assigning the appointment to the network resource based on the requested

appointment, wherein the appointment is scheduled for the network resource;

updating the dispatch database record to reflect the assignment of the appointment to the network resource, in response to sending the appointment confirmation;

determining whether a change has occurred to the dispatch database record;

determining whether the change affects the appointment, in response to a determination that the change has occurred to the dispatch database record;

determining whether another network resource is qualified to fulfill the service order and is available at the requested appointment time, in response to a determination that the change affects the appointment associated with the service order;

notifying the appointment negotiator to reschedule the service order, in response to a determination that the another qualified network resource is not available to fulfill the service order at the requested appointment time, wherein the appointment negotiator contacts a customer requesting the service order to reschedule the service order at an alternative appointment time; and

automatically reassigning the appointment to the another network resource to fulfill the requested appointment at the alternative appointment time, in response to notifying the appointment negotiator to reschedule the service order and the appointment negotiator contacting the customer.

23. (Previously Presented) The appointment setting system of Claim 1, wherein if the appointment cannot be reassigned, rescheduling the service order.

24. (Previously Presented) The method of Claim 11, wherein if the appointment cannot be reassigned, rescheduling the service order.